

**23rd ANNUAL HUMAN PERFORMANCE ROOT CAUSE TRENDING CONFERENCE**  
**Marriott Toronto Eaton Centre in Toronto ON, Canada**  
**June 12th-15th**

Time	MONDAY: JUNE 12					Time	TUESDAY: JUNE 13					Time	WEDNESDAY: JUNE 14					Time	THURSDAY: JUNE 15				
7:00 - 8:00	Continental Breakfast					7:00 - 8:00	Continental Breakfast					7:00 - 8:00	Continental Breakfast					7:00 - 8:00	Continental Breakfast				
8:00 - 8:10	Welcome & Logistics- Charles Major, President HPRCT					8:00 - 8:10	Welcome Back/Daily Logistics- Charles Major, President HPRCT					8:00 - 8:10	Welcome Back/Daily Logistics- Charles Major, President HPRCT					8:00 - 8:10	Welcome Back/Daily Logistics- Charles Major, President HPRCT				
8:10 - 9:10	"Integrating human performance into the business so it is not seen as a 'bolt on' to deliver sustainable business results" Aileen Sullivan, Director of Fleet Performance Improvement, Ontario Power Generation					8:10 - 9:00	Safety Differently, Part I: From counting negatives to enhancing positives Sidney Dekker, PhD, Griffith University					8:10 - 9:00	Delivering the Nuclear Promise: Advancing Safety, Reliability And Economic Performance Sean Granville, Deputy Chief Nuclear Officer, OPG					1/2 Day Session	Full Day Session	1/2 Day Session	1/2 Day Session	Full Day Session	
9:10-9:20	Break					9:00-9:10	Break					9:00-9:10	Break										
9:20- 10:00	"RCA and Big Data—The Potential Future State of Problem Solving?" Chris Eckert, President, Sologic					9:10- 10:00	Safety Differently, Part II: Turning safety management into safety leadership Sidney Dekker, PhD, Griffith University					9:10- 10:00	"What Happened To Me When I Confronted the Subject of Risk Head-On" Bob Nelms, President FailSafe Network										
10:00-10:10	Break					10:00-10:10	Break					10:00-10:10	Break										
10:10-11:00	"Using the Essential Leadership Cycle to drive HP" Rob Fisher, President and Director of Operations Fisher IT, Inc.					10:10-11:00	"What Can Be Learned From a Study of Significant Injuries and Fatalities" Todd Conklin, Ph.D					10:10-11:00	What Lies Beneath: An Aspect of Human Performance That's Driving Institutional Change Wendy L. Harris, Director of Performance Excellence Baker Hughes										
11:00-11:10	Break					11:00-11:10	Break					11:00-11:10	Break										
11:10-11:55	"Benefits of Human Performance Principles in Oil and Gas Operations An Executive Perspective" Helene Harding, VP Gulf Coast Business Unit Conoco Phillips					11:10-12:00	How executives can better understand and implement Just Culture Sidney Dekker/Todd Conklin					11:10-12:00	Cultural Transformation: The Real Definition and Practice of Engaging Hearts and Minds Joe Estey, Principle Performance Improvement Specialist Lucas Engineering and Management Solutions										
11:55 - 12:55	LUNCH					12:00 - 1:00	LUNCH					12:00 - 1:00	LUNCH										
12:55 - 2:00	"What is Wrong with Root Cause Analysis?" Bob Latino, CEO Reliability Center, Inc					1:00 - 1:50	"The Invisible Organization or Why Change Fails to Take Root" John Carroll, Professor of Management MIT Sloan School of Management					1:00 - 1:50	"Integrating Human Performance and Critical Controls – Plan for Failure" Laurie Shelby, Vice President Environmental, Health,Safety Alcoa										
2:00 - 2:10	Break					1:50 - 2:05	Break					1:50 - 2:05	Break										
ROOM	General Session					ROOM	General Session					ROOM	General Session										
2:10 - 2:55	"A Glowing Resemblance – A Compare and Contrast of Medical and Nuclear Performance Improvement Initiatives" Dr. Thomas Diller, MD, Executive Director of University of North Texas Health Sciences Center Institute for Patient Safety Roy Gonzalez, President, HOPE Consulting					2:05 - 2:55	"Fix the Worker - vs. Fix the System" Jeff White, HP Coordinator Southern Company					2:05 - 2:55	"How to Boost Engagement and Understanding with Interactive Teaching Cases " Jake Mazulewicz, Ph.D., Director JMA Human Error Solutions					1/2 Day Session	Full Day Session	1/2 Day Session	1/2 Day Session	Full Day Session	
2:55 - 3:10	Break					2:55 - 3:10	Break					2:55 - 3:10	Break										
3:10 - 4:00	Salon 1	Salon 2	Salon 3	Salon 4	Salon 5	Executive Panel Discussion Open forum in the ballroom Questions from the audience					Salon 1	Salon 2	Salon 3	Salon 4	Salon 5	IntroSpect, a Profoundly Effective Causal Learning Process that is Complementary to Just Culture and Human Performance Initiatives	Clean Interviewing: Keeping Your Stuff Out and Gathering Their Stuff In	BEST Model Coaching: Improving Performance Through Observation and Feedback Joe Estey Lucas Engineering	Advanced Human & Organizational Performance for Well Versed, Gifted & Talented Practitioners and/or Genii	Root Cause Analysis – When Your Prevention Efforts Didn't Work			
3:10 - 4:00	"Implementing an approachable user program for causal analysis." Chelsea Hedge-Chou Ontario Power Generation	"Cynical Optimism: A Pathway to Resilience- Integrating Human and Organizational Performance into an RMO Environment" Jim Mariani Howard Nelms/Los Alamos National Laboratory	"50 Foot Fall Accident – A Consequence of Culture" Clark Gurnison U.S. Department of Energy	"Mythical Metrics: Why Zero Gets You Zero" Joe Estey Lucas Engineering and Management Solutions	"The Real Causes of Future Events" Micky Colomb HAVEN Safety Training and Consulting	3:10 - 4:00	"Employee Concerns Investigation Basics for Root Cause Analysts: What's Different and How to Avoid Getting Splattered" Dick Swanson	"Facilitating a focus on people in an organization's quest for quality management" Yuji Yamagami	"Collaboratively Developed Vendor Trainer: Supervisor Training to Improve Human Performance" Sean Method Kathy Binning	Ensuring a Clear View - A case study for introducing human factors concepts Jordan Buss	"Avoiding the Hammer Syndrome: Nailing the Action Most Likely to Prevent Recurrence" Joe Estey	3:10 - 4:00	Core 4 HU Tools and Dynamic Learning Activities 2hr										
4:00 - 4:10	Break					4:00 - 4:10	Break					4:00 - 4:10	Break										
ROOM	Salon 1	Salon 2	Salon 3	Salon 4	Salon 5	Salon 1	Salon 2	Salon 3	Salon 4	Salon 5	Salon 1	Salon 2	Salon 3	Salon 4	Salon 5	Bob Nelms Fail-Safe Network	Sharon Small Clean Interviewing	Matt Minty Bruce Power	Wes Havid Charles Major Luminant	Richard Swanson Performance Management Initiatives			
4:10 - 5:00	"The Sologic Method and Keys for Successful Facilitators" Chris Eckert Sologic	"Risk Management and Leading Indicators" Rob Farris Judi Hammond Ed Gallo Hope Consulting, LLC	"Listen Well: Ask Don't Tell" Sharon Small Clean Language	"Success and Failure Aren't That Different" Bob Edwards The H.O.P. Coach	"We Don't Need A Better Hard Hat" Duff Boyd NB Power	4:10 - 5:00	"Audience Participation: Let's Critique an Actual Root Cause Analysis Together" Bob Nelms Fail-Safe Network	"Applying Resilience Engineering: practices from power generation, air traffic control, and healthcare" Beth Lay Applied Resilience	"Train Centric Strategies for Nurturing an Intrinsic Safety Culture." Lamberto Norro Baker Hughes	"4 Pillars: A Hydro Electric Public Utility's 12 month journey to Organizational Excellence and HPR" Jeremy Jordan Brian Odell Greg Smith Public Utility District of Chelan County	"The benefits and available technologies to enhancing risk management and operational excellence" Matt Sacks Devonway Amy Wilson Biogen	4:10 - 5:00	Human Performance in the Biotech Industry: Biogen's Story Amy Wilson Biogen	"Observations of Implementing the 'Nuclear Promise' for CAI" Jack Martin Backpacker Jack	"Bridging the Gap Between Task Performance and Job Performance" Jeffrey Sill Pamela Ely AEP						"Applying Human Performance Principles in Oil and Gas Operations" Sharon Caldwell Conoco Phillips	"Developing new Human Performance Metrics along with Potential Application of a Predictive Human Performance Model for an Ontario Nuclear Power Plant" John Jamieson Bruce Power	
5:00 - 6:00	Board Meeting					5:00 - 6:00	Member Meeting					5:00 - 6:00	Board Meeting										
6:00 - 7:00	HPRCT Evening Reception Grand Ballroom Foyer (Lower Convention Levels)					6:00 - 8:00	Board Meeting					Workshops are sold separately, please add selected workshop(s) to your cart during registration. A full day session, single 1/2 day session or (2) 1/2 day sessions can be selected - just ensure they are not at the same time.											